

Student Experience

Carsharing powered by
activacar
Mobility

User Manual

(+34) 606 50 30 25
www.activacar.com



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**Fill out
the Form**

You have not yet filled out the pre-registration form to obtain the APP ?

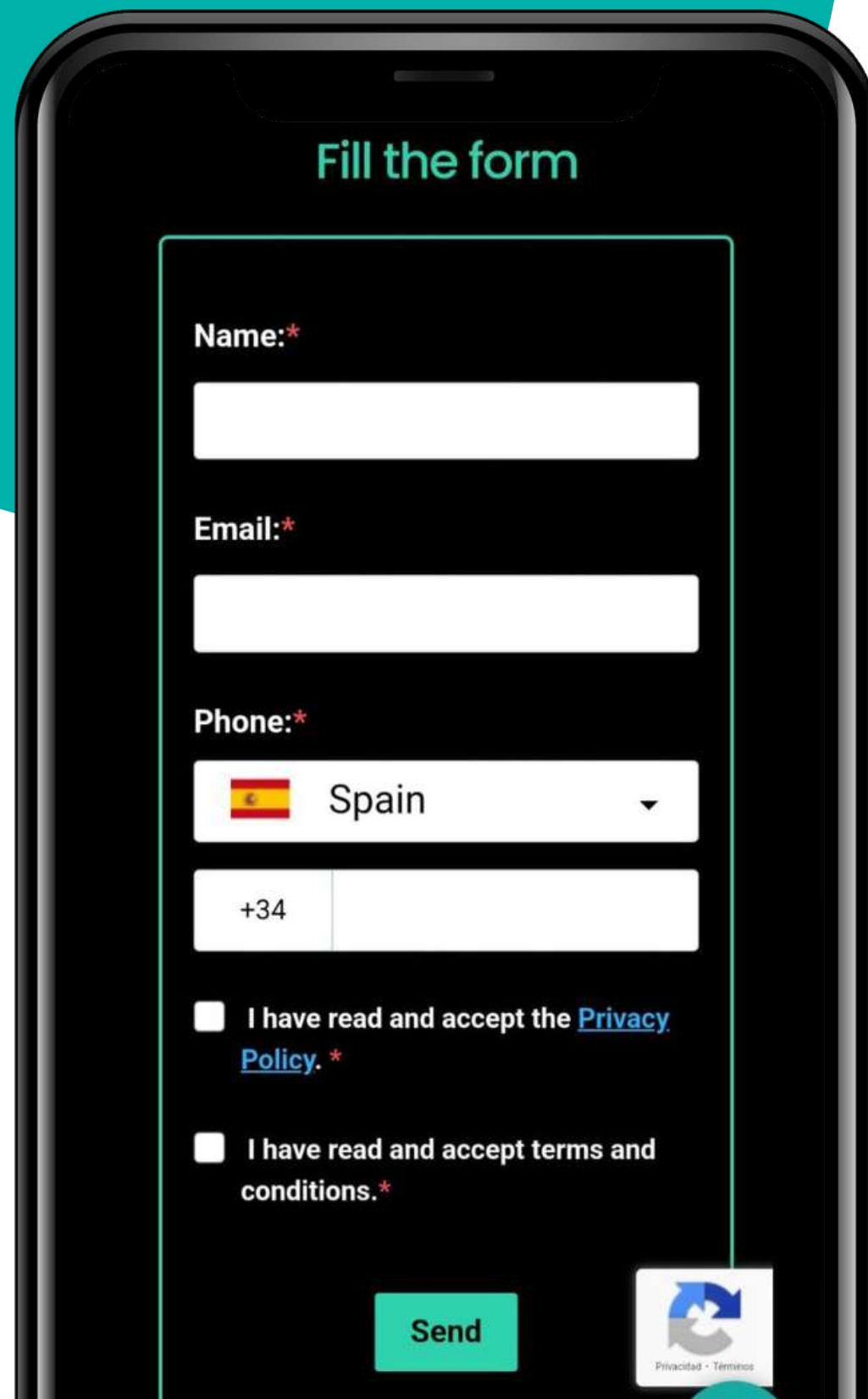
FORM

*Fill in all required fields, read and accept the privacy policy, conditions and rules of use.

An email to confirm your subscription to Activacar will be send. After that, you will receive a welcome email to download the App.

**Check your inbox, emails can be seen into junk/spam folder.

***Remember: this service is exclusive to Student Experience, if you don't belong to the hotel, but you want to use our service, please call right now our support phone number.

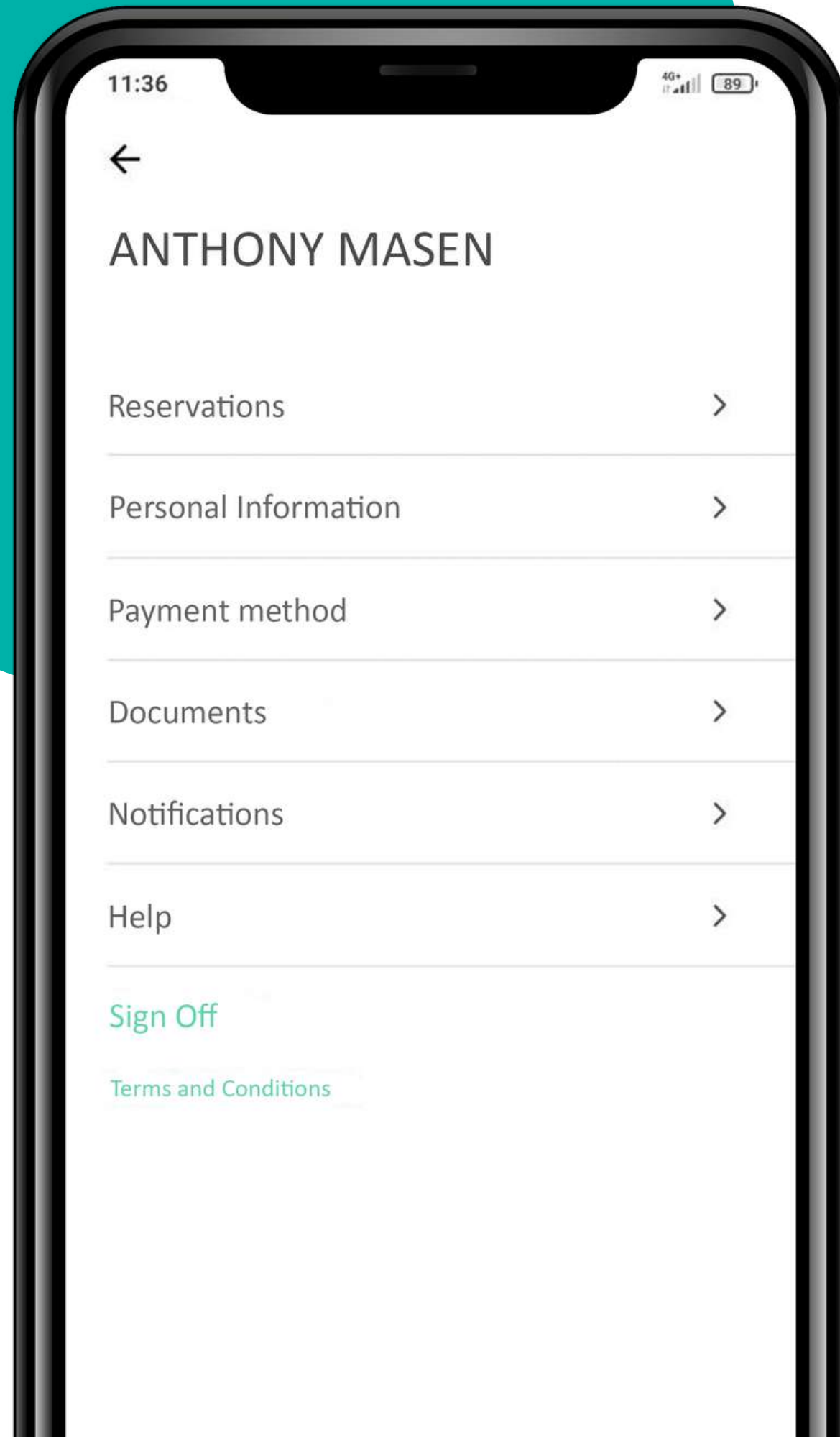


The image shows a smartphone screen with a pre-registration form titled "Fill the form". The form includes the following fields and elements:

- Name:*** A text input field.
- Email:*** A text input field.
- Phone:*** A section containing a dropdown menu with the Spanish flag and "Spain" selected, and a text input field with "+34" pre-filled.
- ☐ I have read and accept the [Privacy Policy](#).*
- ☐ I have read and accept terms and conditions.*
- A green **Send** button at the bottom.
- A small logo with a circular arrow and the text "Privacidad - Términos" at the bottom right.

How to Sign up?





Validate your documents:

Once the registration is completed, you must validate the following documents to use our carsharing service:

DOCUMENTS:

- ID or passport number
- Driver's licence

PAYMENT METHOD:

- Debit/Credit card (only Visa or Mastercard)

Your personal information will be verified by our team.

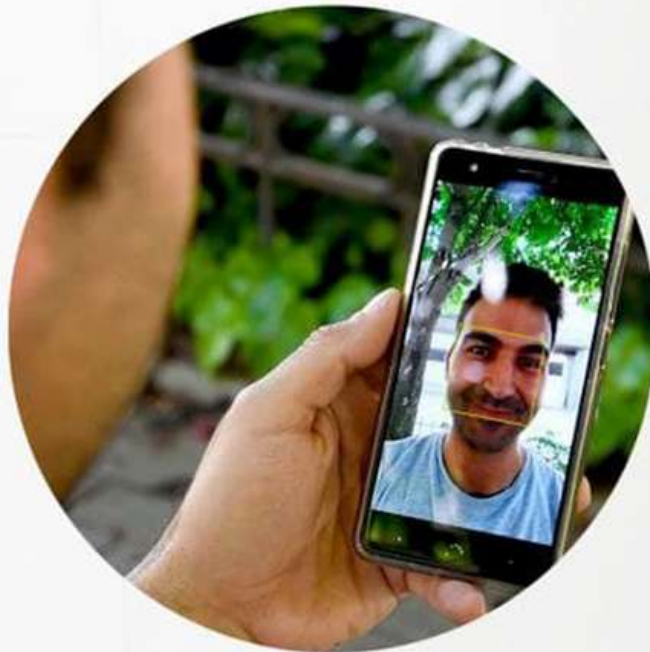
You will receive a confirmation email when all docs are checked.

¡Done! Now you can book your electric vehicle !

Id/Licence/Passport Validation Process:

- You need to scan the front and back of your ID and driving licence .
- At some point, a facial scan is needed, so don't forget to smile!

Escaneo Facial



Por favor, mire a la cámara para escanear su cara



Escaneo del Anverso

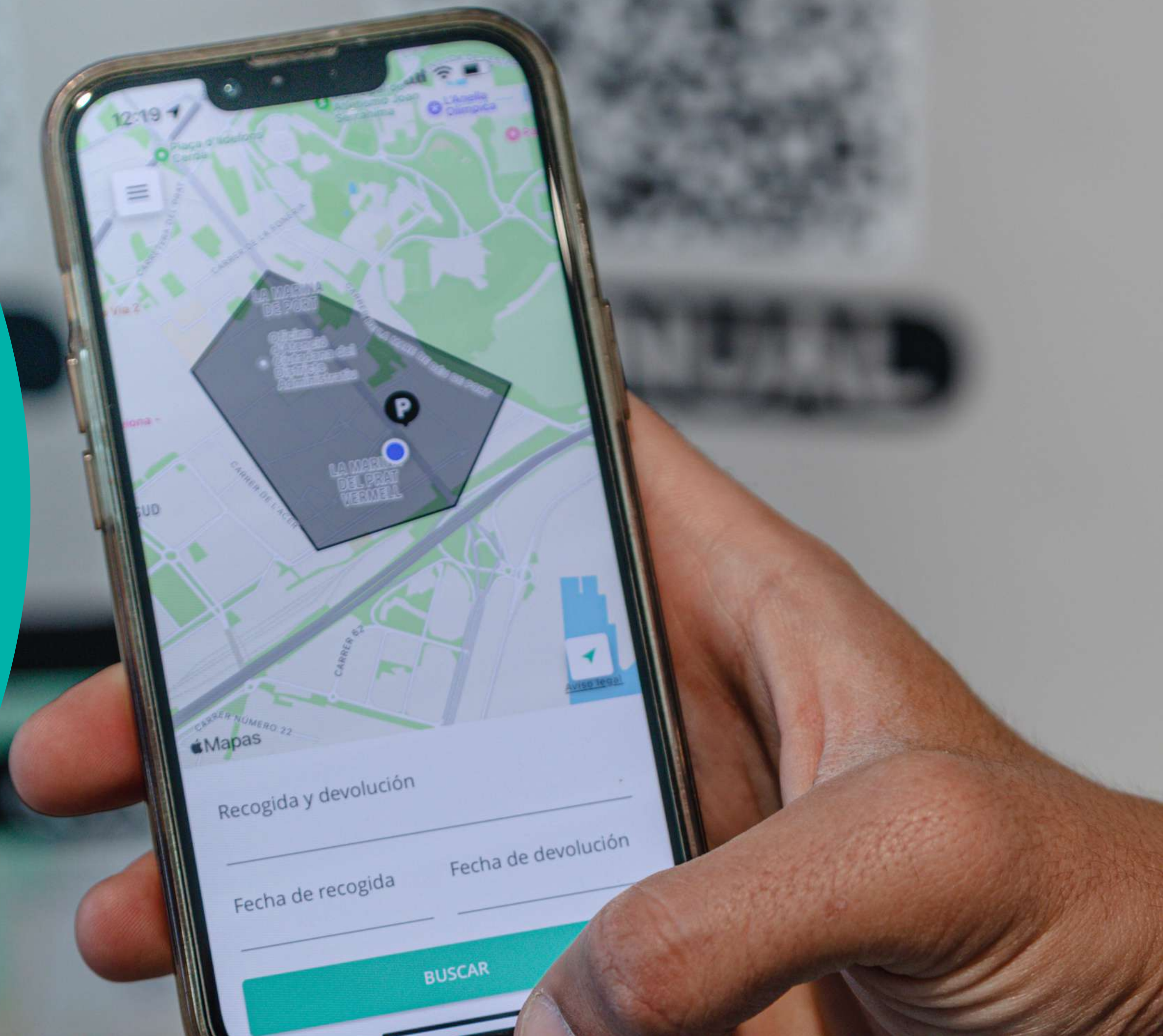
Por favor, muestre el anverso de su documento

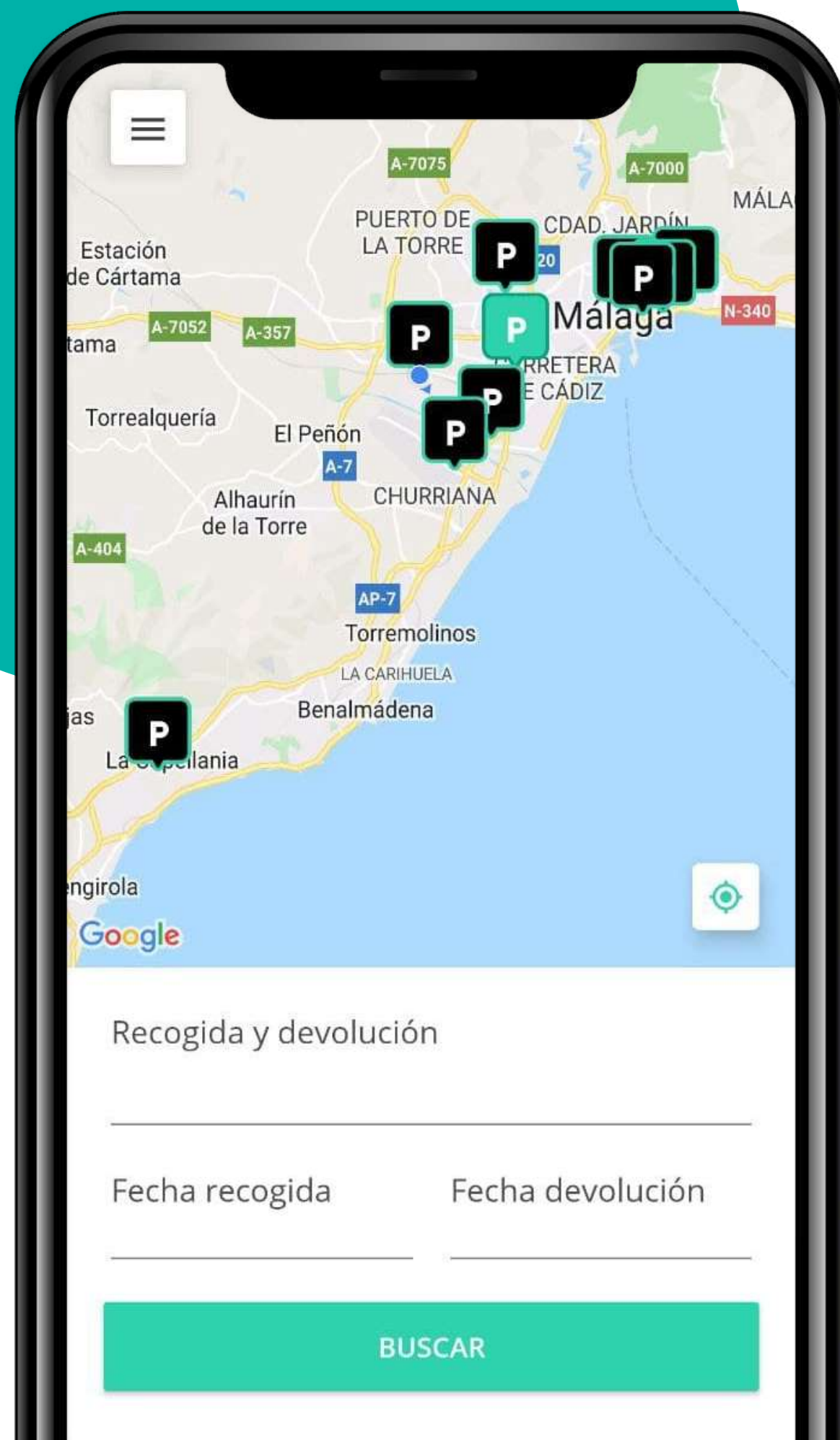


Escaneo del Reverso

Por favor, muestre el reverso de su documento

How to do your Booking?





Search your EV:

You can see a map where you will find the EV's available at each of the charging points already enabled for use.

"Pick-up and return" you must select the parking space of "Student Experience Madrid".

Marzo 2022

L M X J V S D

7 8 **9** 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

Abril 2022

L M X J V S D

1 2 3

Recogida

Devolución

08:45

15:45

09:00

16:00

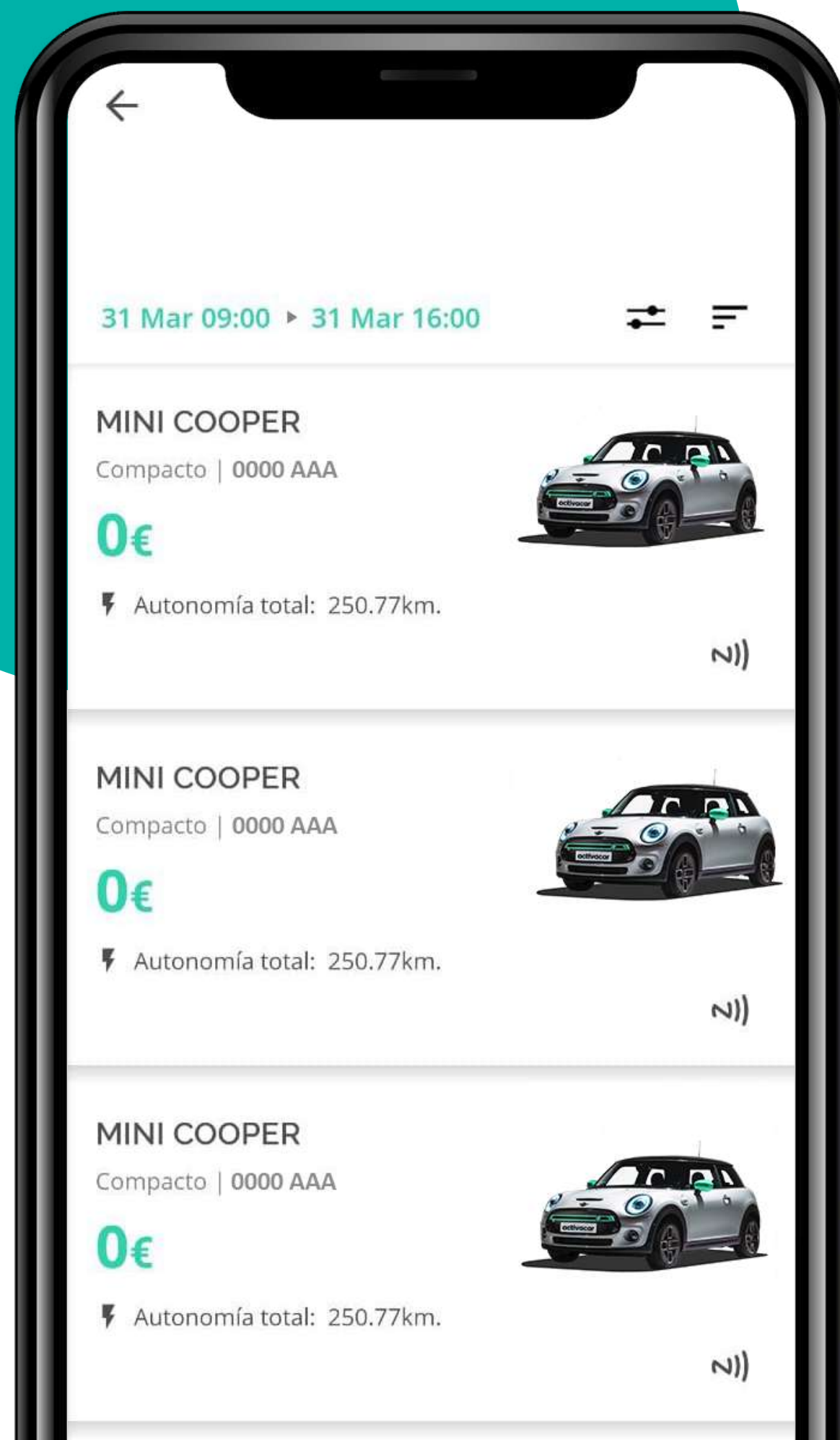
09:15

16:15

CONFIRMAR FECHAS

Click on "Pick up" or "Return" and you will select a date, time of booking that you consider appropriate, and then check the availability of each vehicle.

Once all options are selected (location, date and time) just press "SEARCH".



Choose your EV:

One or more available cars will be displayed (depending on the exact location) with the following information:

- Place/Vehicle location
- Date and time of booking, (pick up and drop off)
- Model, category, registration plate of the vehicle
- Total price, according to your booking time
- Actual vehicle range/autonomy (km)
- Picture of the EV

On the top right you will find vehicle filters:

- Number of doors, category and passenger's seats
- Sort them by price

Select the EV you want to continue with the booking process.

If no vehicle shows up, it means it has already been booked for that date and time. Change your options and filters to book another one.



MINI COOPER

Compacto | 0000 AAA

4 asientos 3 puertas

 Desbloqueo con teléfono

 Eléctrico 250.77km. total

Información extra

Servicio De Movilidad 100% Eléctrica Con
Mini Cooper SE (0000 AAA) De La Mano De
Activacar.

Precio total

0€

[Detalles del precio](#)

CONFIRMAR

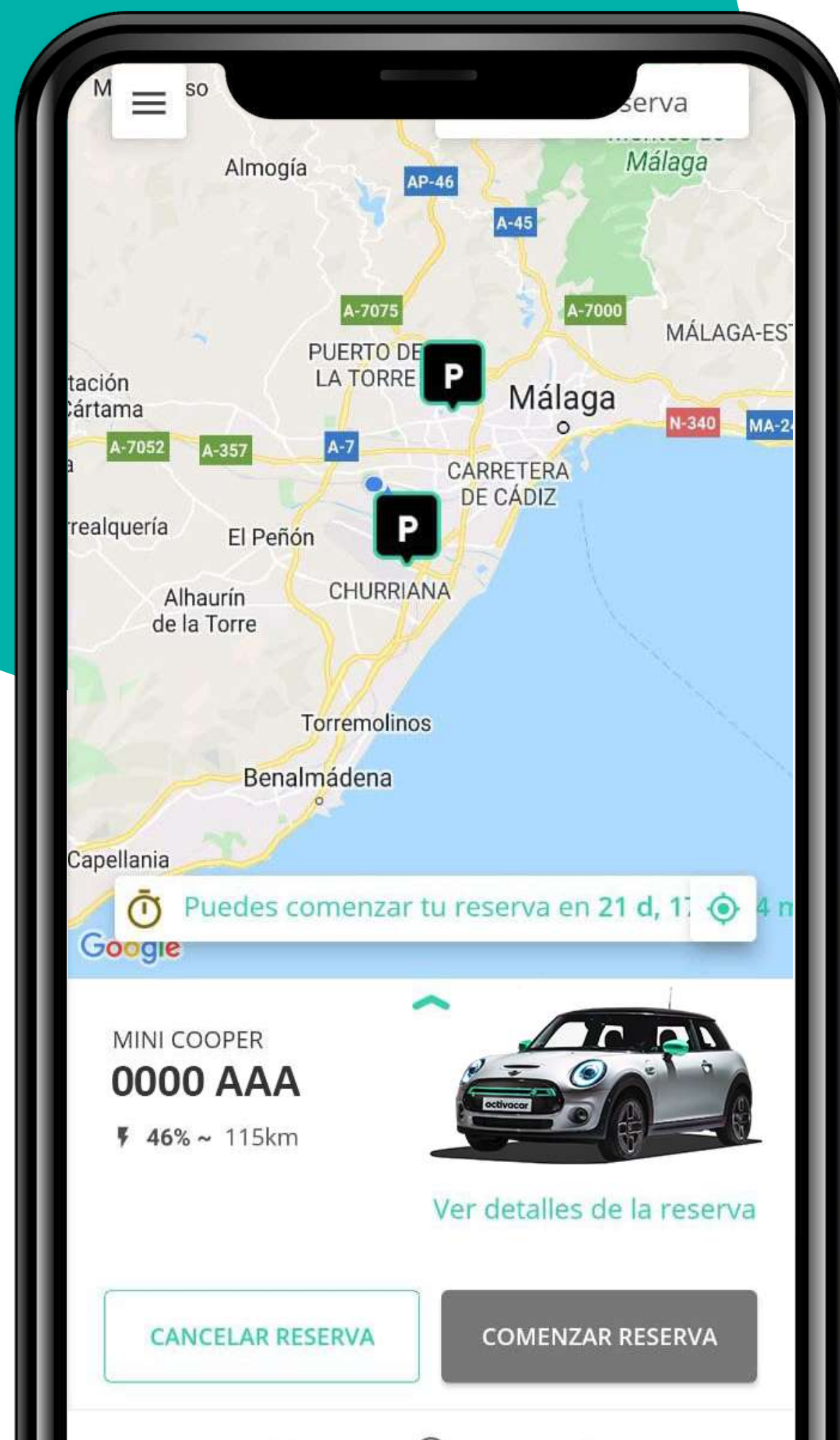
Confirm your booking:

Once you have chosen the vehicle, all the information will appear:

- Model, category, registration number, doors and number of seats
- Lock/Unlock with cellphone
- Autonomy / km range
- Extra information
- Reservation: pick-up and drop-off location, date and time
- What includes your offer
- Payment method

Once you have checked everything, press CONFIRM.

That's it! You can now start using the selected vehicle.



Start your booking:

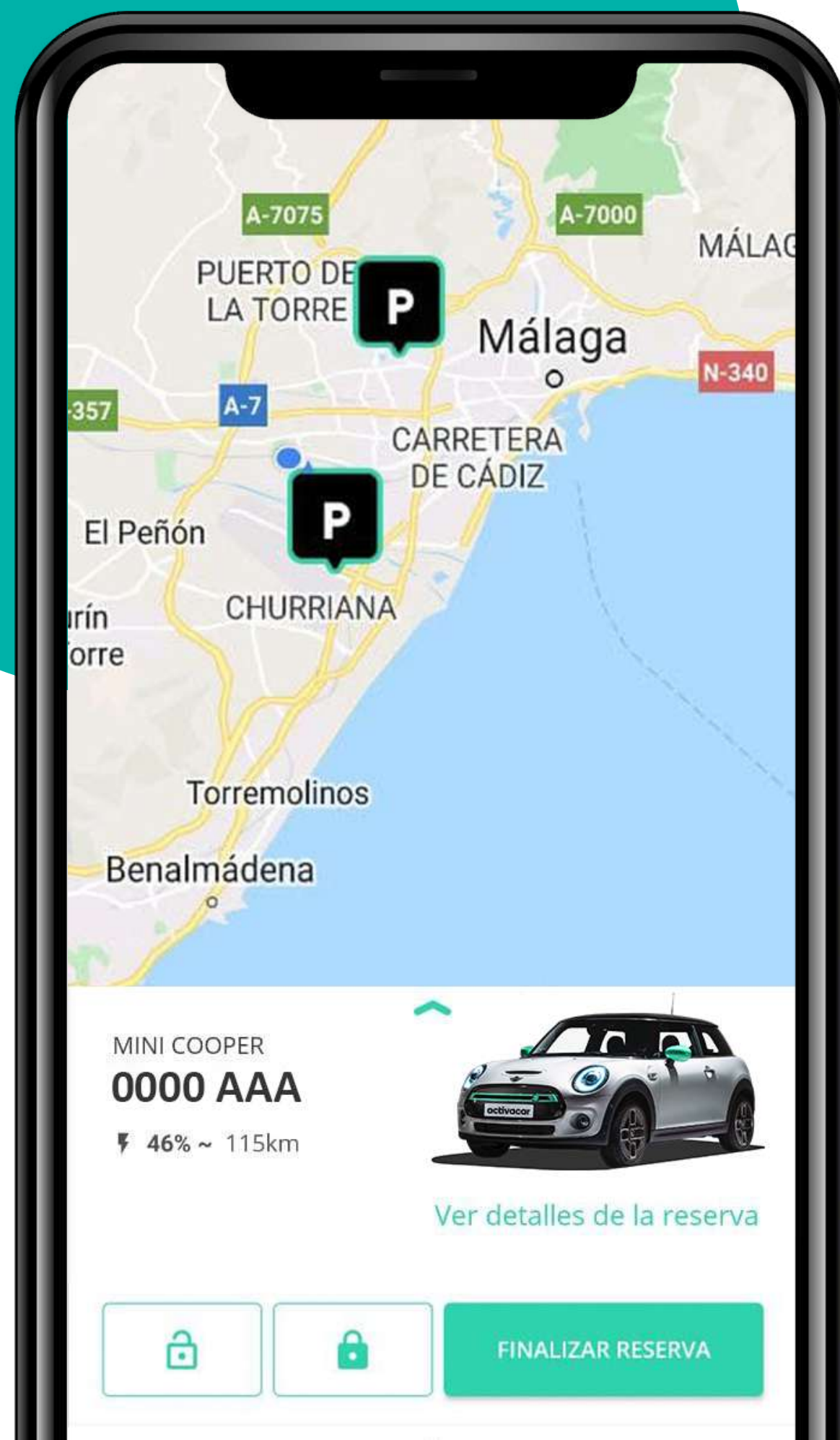
You will be charged for the service when you wish to "begin the booking"

You will be asked if the car is clean, or if otherwise needs some cleaning.

You will be informed of any previous damage to the vehicle.

You can access at any time "View booking details" to see all the information again:

- Vehicle information
- Rates associated with the vehicle
- Price per day and week
- Daily km included
- Price per extra km
- Minimum price
- Parking
- Help (Call Support)



Start the engine:

This screenshot give you access to the vehicle. You will see:

- Open Lock: click to open the car
- Close Lock: click on it to close the car

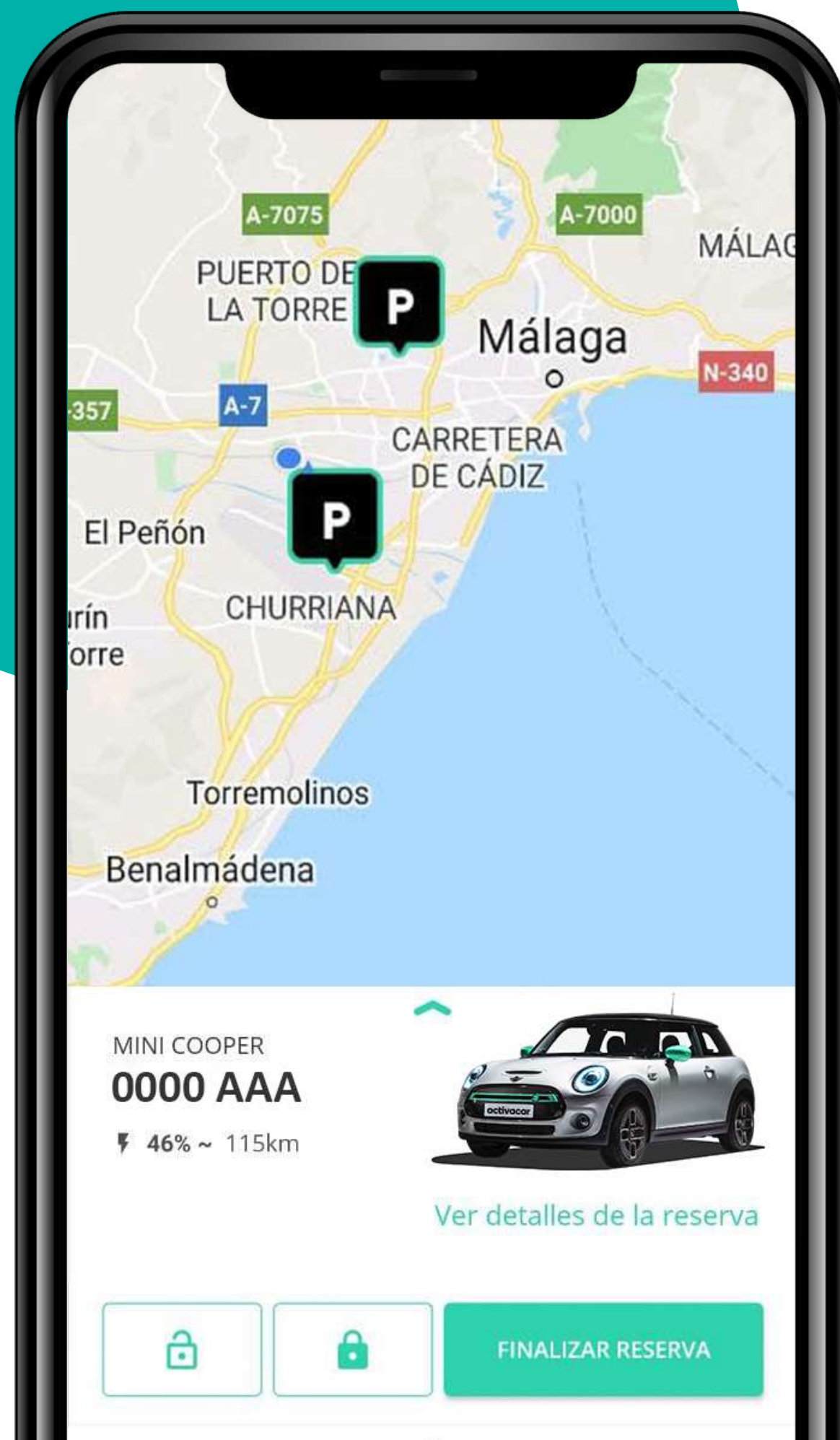
You must know that:

- The car is properly parked and plugged in.

¡IMPORTANT!

Don't finish your booking until you have returned to the designated car park.

In case of stops along the way, open and close the vehicle with the cellphone (padlock).



End your booking:

Once you have returned the vehicle to the parking place, you must lock it and finalise the booking by answering a series of questions:

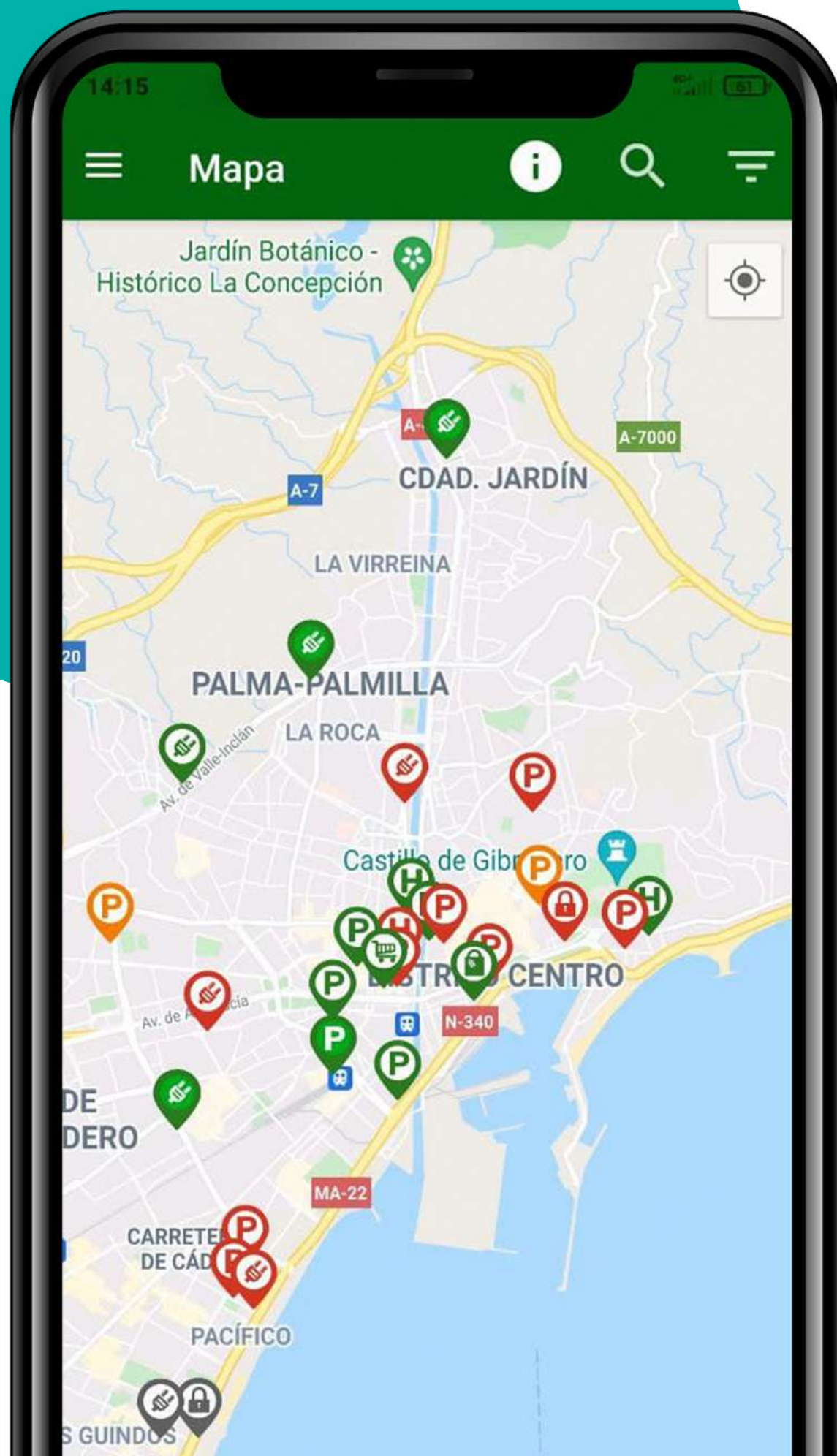
Make sure you go through this checklist before finalising your booking:

- Cleanliness of the vehicle
- Damages caused during the journey
- All your belongings are with you
- Car must be properly parked and plugged in
- You remain outside with the doors locked

We will send confirmation emails at the start and end of the booking.



**Where to
Charge?**



Electromaps

If you need to charge your EV on the public network you can check the website / App: www.electromaps.com

Yo hago Check-in
en **Electromaps**
¡Si necesitas cargar avísame!



Our Electric Vehicles



MINI COOPER SE

To start the vehicle:

- 1.- Press the brake and hold it down (up to step 4).
- 2.- Press the yellow Start/Stop button.
- 3.- Deactivate the handbrake (the red light goes out when the P button is pressed).
- 4.- Change position using the stick and press the left side button, and move the stick upwards (change to D drive) or downwards (change to R reverse).

P- Parking mode
R- Reverse

D- Drive
N- Neutral

To stop and turn off the vehicle:

- 1.- Press the brake with your foot and touch the P button (the red light can be seen).
- 2.- Press the left side button on the stick, press P on the stick (P in green lights up).
- 3.- Press the yellow Start/Stop button to shut down the car.





CUPRA BORN

To start the vehicle:

- 1.- Press the brake and hold it down (up to step 4).
- 2.- Press the grey Start/Stop button (located under the right-hand side of the steering wheel).
- 3.- Deactivate the handbrake (the red light goes out when the P button is touched).
- 4.- Change position using the stick and press the left side button, and move the stick upwards (change to D drive) or downwards (change to R reverse).

P- Parking mode
R- Reverse

D- Drive
N- Neutral

To stop and turn off the vehicle:

- 1.- Press the brake with your foot and touch the P button (the red light can be seen).
- 2.- Press the button on the left side of the gear lever, press the P on the gear lever (green P lights up).
- 3.- Press the Start/Stop button.





Problems or changes with reservations: To make any change related to your reservation (for example, extend, cancel, etc.) Contact the support service.

Parking: Parking in underground car parks is prohibited. If the base parking of the service is underground, we recommend connecting to the Wi-Fi that has been enabled in it, to access the app and contact support via Whatsapp. The name and password will be placed next to the vehicles. It is recommended to start reservations in the app, outside the underground car park.

Possible frequent problems

"Remote control missing" message (Falta el telemando): This is a possible frequent problem that occurs due to the connection of the vehicle with the smartphone. In order to solve it:

- 1° Switch off bluetooth and gps
- 2° Close all open/launched applications on the smartphone
- 3° Reactivate bluetooth and gps
- 4° Re-open the Activacar application
- 5° Carry out the usual process of starting the vehicle
- 6° If it does not work, repeat the process
- 7° If after several attempts it does not work, contact support.

Problems starting the vehicle: Unless strictly necessary, do not park the vehicle in underground car parks or in locations with poor mobile coverage. Also, do not park near police stations, because they usually have signal inhibitors.

Customer service/Support: The support service is only available from 08:00 to 22:00. Outside of these hours we will not be able to help you in case of an incident. In this case, communicate it by email and we will attend to it the next day.

activacar

Mobility

**Thanks for driving with
our 100% electric
carsharing service.**

